



## **VacTrAK Roles and Responsibilities**

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*Goal: To outline the roles and responsibilities of end users of the VacTrAK system.*

IRMS (Information Registry Management System) denotes the health organization composed of all the facilities, vaccinators and physicians covered by your VacTrAK application.

### **VacTrAK Participation**

#### **IRMS Enrollment in VacTrAK**

Participation in VacTrAK is voluntary. Participation includes, but is not limited to, inputting patient demographic and/or immunization data, obtaining immunization records from VacTrAK, and utilizing the lot management functionality.

IRMS: The IRMS is responsible for completing an enrollment application, participating with VacTrAK Support in training and testing, and ensuring proper usage of the system.

VacTrAK Support: VacTrAK Support is responsible for processing incoming applications in a timely manner and providing appropriate training and testing.

#### **IRMS Opting-Out of VacTrAK**

Any IRMS may opt-out of participation in the VacTrAK system at any time.

IRMS: The IRMS must notify VacTrAK Support of any plans to opt-out of the system. After notification, the IRMS will no longer be responsible for maintenance and upkeep of patients in VacTrAK. All user rights will be inactivated for the IRMS. However, previously input patient records will not be deleted from VacTrAK.

VacTrAK Support: VacTrAK Support is responsible for responding promptly to IRMS opt-out requests, as well as immediately deactivating the IRMS's facilities and users. VacTrAK Support is not responsible for creating and maintaining alternative methods of vaccine ordering if an

IRMS opts-out of participation in VacTrAK. VacTrAK Support is not responsible for notifying any third-parties of the status of an IRMS's participation.

### **IRMS Re-opting-in**

An IRMS may choose to rejoin in VacTrAK at any time after having opted-out of the system.

IRMS: The IRMS is responsible for contacting VacTrAK Support to provide notice of intent to participate. The IRMS is responsible for completing any paperwork and complying with any training and testing as determined by VacTrAK Support.

VacTrAK Support: VacTrAK Support shall respond promptly to all requests of re-enrollment in VacTrAK by specifically notifying the IRMS of the appropriate steps and requirements necessary to re-enroll. Once those requirements have been met, VacTrAK Support shall reactivate the IRMS, facilities, and appropriate users and establish a timeline for training and testing.

### **VacTrAK Web Usage**

#### **Forgotten Password**

IRMS: For an IRMS with a System Administrator, the user shall contact the designated person to resolve the issue. If there is no System Administrator for the IRMS, the user shall call VacTrAK Support (269-0312 or 866-702-8725) to resolve the issue.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all inquiries regarding forgotten passwords. Before the password will be reset, the user will be required to verify his/her identification by providing demographic data associated with the user. The user will be prompted to change the password on his/her next login to VacTrAK.

#### **Forgotten Username**

IRMS: For an IRMS with a System Administrator, the user shall contact the designated person to resolve this issue. If there is no System Administrator for the IRMS, the user shall call VacTrAK Support to resolve the issue.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all inquiries regarding forgotten usernames. The username may be provided over the telephone to the user. The user will not be required to verify identification, and the password will not be reset.

## **Changed E-Mail Address**

IRMS: When the System Administrator or contact person at an IRMS changes his or her e-mail address, he/she must send an e-mail from the new account to [vactrak@alaska.gov](mailto:vactrak@alaska.gov). The e-mail must include the individual's full name, user name, IRMS, and telephone number.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all change e-mail requests. VacTrAK Support will telephone the IRMS using the telephone number on file and verbally confirm the requested change in e-mail address. The e-mail address on file for the user shall then be changed to reflect the new address.

## **Patient Participation**

All Alaskans are included in VacTrAK unless the patient or the patient's parent/guardian specifically requests to opt-out of the system. This request must be made to the individual's health care provider. VacTrAK Support, school nurses, and other non-health care personnel may not accept opt-out requests. Once a patient is opted-out, his/her record and all associated data will be hidden from VacTrAK users, but the patient's record will not be deleted from the registry. Only the patient's medical home will be able to view the patient's information.

IRMS: The IRMS is responsible for posting the VacTrAK Participation Notice to inform patients that their immunization information will be included in VacTrAK. The IRMS is responsible for immediately notifying VacTrAK Support of a patient or guardian opt-out request.

VacTrAK Support: VacTrAK Support will opt-out the patient from VacTrAK.

## **Patient Deletion**

Patient records entered in VacTrAK may not be deleted from the system. A user may inactivate a patient who no longer attends their clinic, or contact VacTrAK Support to opt-out patients if they no longer want to be included in VacTrAK.

IRMS: If a patient is no longer an active patient of an IRMS, a user may mark the patient as inactive on the patient demographics screen. The user must select the appropriate reason for the inactivation at their facility. The patient will continue to remain active in VacTrAK and in search results, but will no longer be listed in the IRMS's reports.

VacTrAK Support: Test patient data may be deleted from the production environment only with confirmation from the IRMS and the VacTrAK Program Manager.

## **Data Quality**

### **Import Data Quality**

IRMS: It is the IRMS's responsibility to ensure that the immunization and demographic data recorded (either manually entered or electronically imported) into VacTrAK, are complete and accurate.

VacTrAK Support: VacTrAK Support will regularly conduct data quality tests on the data submitted by the IRMS to scan for systematic flaws (inappropriate vaccine coding, inappropriate administration, etc. in immunization data). No method is available to check the quality of submitted demographic information.

### **Vaccination Deletes**

IRMS: The user is responsible for appropriately identifying immunizations for deletion. The user shall not delete a historical immunization in the registry without reviewing a medically verified immunization record. Users may delete only ambulatory immunizations administered by their clinic. Users cannot delete ambulatory immunizations administered by another facility – these must be reported by telephone or fax to either the facility that administered the immunization or to VacTrAK Support.

VacTrAK Support: VacTrAK Support will retain all *Delete Administered Vaccine* privileges. VacTrAK Support shall respond to appropriate requests for vaccination deletes in a timely manner. VacTrAK Support may contact an IRMS in order to make a determination. If no determination may be made, the immunization will not be deleted. After a decision has been made, VacTrAK Support will inform the user who had submitted the vaccination delete request.

### **Patient Name Changes**

VacTrAK can record two names for each patient – a primary name and an alias.

IRMS: If a patient notifies the IRMS of a name change, the IRMS shall require appropriate documentation before entering the name into VacTrAK. The patient's legal name shall be entered in the *First Name* and *Last Name* fields. The previous name shall be entered in the *Alias First Name* and *Alias Last Name* field.

VacTrAK Support: No input required

## **Data Import**

### **Data import**

IRMS: The IRMS is responsible for uploading data to VacTrAK on a regular basis, either manually or via electronic data exchange. This shall occur at a least once every two weeks.

VacTrAK Support: VacTrAK Support shall regularly run data submission reports to monitor rates of data import.

### **DTT and HL7 Import Errors**

IRMS: It is the IRMS's responsibility to monitor VacTrAK as the data exported from their electronic record system is imported and processed by the VacTrAK application. The IRMS must monitor the process every time data is imported. Any resulting errors must be addressed and resolved by the IRMS and the file re-imported. The IRMS shall contact VacTrAK Support for assistance with errors which cannot be solved by the IRMS.

VacTrAK Support: VacTrAK Support will conduct routine audits of the data import logs. VacTrAK Support will collaborate with the IRMS on any errors that the IRMS is unable to solve. Note that if a shot errors out, the shot will not appear on the patient's immunization record until the error is resolved and data resubmitted, however the vaccine will be decremented against the IRMS's inventory.

## **EMR upgrades, code changes, facilities, and vaccinators**

### **EMR Upgrades and Code Changes**

IRMS: The IRMS must alert VacTrAK Support before any changes are made (either by way of manual data entry or electronic data exchange) which will affect the data exchange process. This includes, but is not limited to, implementation of a new electronic medical record system, upgrades to an existing system, changes in vaccine administered, changes in vaccine coding used, changes in manufacturer codes used, and changes in demographic codes (race, gender, grade, etc). No data imports may be executed until these changes are put in place by VacTrAK Support. The IRMS is also expected to participate fully in a testing process to ensure that the data exchange mechanism is fully functional after the changes.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding changes to settings. VacTrAK Support will supply the IRMS with appropriate test scripts to validate the data exchange after

substantial changes in the IRMS's medical record system, as necessary and determined by VacTrAK Support.

### **Facility Changes**

IRMS: An IRMS without *Facility Administration* permission must notify VacTrAK Support when the IRMS opens a new facility or changes contact details of an existing facility.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding changes to facilities. After substantial changes in the IRMS's data exchange system, VacTrAK Support will supply the IRMS with appropriate testing scripts to validate the data exchange.

### **Vaccinator/Physician Changes**

IRMS: An IRMS without *Physician/Vaccinator Administration* permission must notify VacTrAK Support when a new physician or vaccinator should be associated with the IRMS/facility.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding changes to physician and vaccinators. VacTrAK Support will supply the IRMS with appropriate test scripts to validate the data exchange.

### **User changes**

IRMS: An IRMS without *System Administration* permission must notify VacTrAK Support of staff changes, such as when new staff come on board or existing staff terminate employment or no longer require access to VacTrAK.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding changes to users. VacTrAK Support will supply the IRMS with appropriate training as necessary.

## **Deduplication**

### **VacTrAK Automatic Deduplication**

VacTrAK's automatic deduplication process merges two distinct records submitted from two distinct IRMSs using data exchange when VacTrAK determines the two records are for the same patient. VacTrAK will not, however, merge records which originate from the same IRMS.

IRMS: No input required.

VacTrAK Support: Automatic deduplication shall run on a nightly basis at a time which does not conflict with either IRMS data imports or VacTrAK database back-up.

### **IRMS-Identified Internal Patient Deduplication**

IRMS: The IRMS is responsible for reporting to VacTrAK when records in the IRMS's own electronic record system are identified as duplicates or inappropriate merges.

VacTrAK Support: VacTrAK Support is responsible for accepting deduplication reports from the IRMS for their patients and modifying VacTrAK appropriately. VacTrAK is not responsible for merging patients within the IRMS's dataset.

### **VacTrAK-Flagged Internal Patient Deduplication**

VacTrAK's automatic deduplication process will merge two distinct records which come from two distinct IRMSs using data exchange when VacTrAK determines these are the same patient. VacTrAK will not, however, merge records which originate from the same IRMS.

IRMS: The IRMS will be responsible for reviewing the records flagged for possible deduplication by VacTrAK. The IRMS will contact VacTrAK Support and inform them, on a record-by-record basis, which records belong to the same patient and should be merged, which records which belong to distinct patients and should not be merged, and which records cannot be determined to be the same or distinct and will thus not be merged. Those originating from the initial historical batch must be reviewed before any further data import is permitted. Those produced during regular operation shall be reviewed and resolved within one week of receipt.

VacTrAK Support: After the first initial import and on a regular basis, VacTrAK Support will monitor the system for possible duplicates as flagged by the automated deduplication process. Those found in the initial historical import will be presented to the IRMS as part of the initial testing process. Those produced during regular operation will be presented to the IRMS as they appear.

### **VacTrAK User Identified Patient Deduplication**

VacTrAK users may identify possible duplicates in VacTrAK and may report the duplicates to VacTrAK Support for resolution.

IRMS: The IRMS is responsible for identifying possible duplicates and reporting them to VacTrAK Support using the *Report Possible Duplicates* button. The user must provide a clear explanation of why the two records are suspected to be duplicates. The user reporting the duplicate must include the clinic's name and telephone number in the comments section.



VacTrAK Support: VacTrAK Support is responsible for monitoring user-reported duplicates on a daily basis. In response to possible duplicates, VacTrAK Support may contact the two IRMSs in order to make a determination. VacTrAK Support will inform the submitting user of the outcome once a decision has been made.

### **User-Reported Inappropriate Merges**

In the automated deduplication process, VacTrAK may erroneously merge two distinct patient records which should be kept separate.

IRMS: The IRMS is responsible for identifying possible inappropriate merges and reporting the case to VacTrAK Support (269-0312 or 866-702-8725). The user reporting the inappropriate merge must provide a clear explanation as to why the single record is a suspected inappropriate merge.

VacTrAK Support: VacTrAK Support is responsible for responding to reports of inappropriate merges in a timely manner and addressing them as appropriate. VacTrAK Support may contact IRMSs in order to make a determination. If no determination can be made, the two records shall be separated. VacTrAK Support must inform the IRMS that submitted the possible inappropriate merge report. In the case of a multiple birth inappropriate merge, VacTrAK shall fill the birth order field.

### **Ambiguous ID**

In the event that VacTrAK receives two distinct records for two distinct patients from a single IRMS with the same medical record number, the records will be flagged for manual review.

IRMS: The IRMS is responsible for preventing non-unique IDs for patient records within the IRMS's system. The IRMS is responsible for reviewing the records flagged by VacTrAK for ambiguous ID. The IRMS will contact VacTrAK Support and inform them which records belong to the same patient and should be merged, or belong to two distinct patients and should not be merged. If records cannot be determined to be the same or distinct, they shall be marked as separate. Those records originating from the initial historical batch must be reviewed before any further data import is permitted.

VacTrAK Support: VacTrAK Support will monitor the system for ambiguous ID as flagged by the automated deduplication process. Those found in the initial historical import will be presented to the IRMS as part of the initial testing process. Those identified during regular operation will be presented to the IRMS as they appear.



## **Communications**

### **Network Outage**

IRMS: The IRMS is responsible for reporting any perceived outage during usage of VacTrAK. IRMSs engaging in electronic data exchange are responsible for complying with VacTrAK Support requests to resend imported records in the event of a network outage. The IRMS shall re-import records backdated as specified in the request from VacTrAK Support.

VacTrAK Support: VacTrAK Support is responsible for monitoring the infrastructure that runs VacTrAK and addressing any errors as reported by IRMSs, IT, or Network Services in a timely and appropriate manner. Any scheduled outages shall be announced on the VacTrAK website at least one week prior to the outage. During an outage, the VacTrAK URL shall be redirected to a splash page which indicates that the system is temporarily down. In the event of an unexpected outage, VacTrAK Support will notify each IRMS engaging in electronic data exchange. This notification shall request a re-import of data backdated to five days before the outage.

### **Upgrades and Modifications to VacTrAK**

VacTrAK will require regular maintenance and upgrades which will cause intermittent periods of outages.

IRMS: When an outage is scheduled, the IRMS is responsible for notifying all appropriate personnel within their clinic of the upcoming outage, and postponing all electronic data exchange scheduled to occur during the outage. Once VacTrAK is back online, the IRMS is responsible for notifying the appropriate personnel within their clinic and resuming any electronic processes which were disrupted by the outage. For IRMSs participating in electronic data exchange, the IRMS must backdate the next import to capture all data that may have been disrupted by the outage.

VacTrAK Support: VacTrAK Support is responsible for scheduling outages at times of reduced usage in order to have the least impact on the system. VacTrAK Support is responsible for creating a full back-up of the system and database prior to the upgrade. All upgrades shall be executed in a timely manner. VacTrAK Support is responsible for announcing outages on the VacTrAK website at least one week prior to the scheduled outage. VacTrAK Support also is responsible for notifying IRMSs when VacTrAK is back live immediately upon resumption of service. This

notification shall be via e-mail to the VacTrAK point of contact on file with VacTrAK Support.

### **Application Error**

IRMS: The IRMS is responsible for notifying VacTrAK Support (269-0312 or 866-702-8725) immediately in the event of an application error or connectivity problem.

VacTrAK Support: VacTrAK Support shall immediately address the issue and take the appropriate steps to remedy the situation. If the problem persists and cannot be resolved, a help-desk ticket will be logged with the vendor and the IRMS will be informed that the proper trouble-shooting steps have been taken.

### **Audits**

Each year, IRMSs using electronic data exchange shall manually import records back-dated for the past five years. This shall be executed in conjunction with the IRMSs regular annual audit process and VFC re-enrollment.

IRMS: The IRMS is required to comply with all VacTrAK Support requests to manually import the records backdated as specified. The imports shall be monitored and errors addressed as appropriate.

VacTrAK Support: VacTrAK Support shall require the re-importation of the past five year's immunizations for each yearly VFC recertification process. The import shall be monitored and errors, deduplications, etc., shall be addressed as appropriate.

### **Changes to VacTrAK Policy and Procedures**

VacTrAK policy and procedure documents will be posted on the VacTrAK homepage ([www.vactrak.alaska.gov](http://www.vactrak.alaska.gov)).

IRMS: No input necessary.

VacTrAK Support: VacTrAK is responsible for posting policy and procedure documents on the VacTrAK homepage.